

x20.1 Work with DocIQ File Locking in Sync



You can use file locking to:



See if you have the file locked for editing



Easily turn locking on and off



Prevent or enable downloads of this file

Locking is critical for shared files, since another user can also open the file and make changes.

- When one user opens a file, DocIQ automatically locks the file for editing.
- The lock is shown right in the Office application you are using to edit the file.

FAQ's

To see the lock status:

1. In a Microsoft Office application, open a file saved to your Sync folder.
2. In the DocIQ panel, under the file name, location, and date information, you can see the lock status.

<p>FileCloud DocIQ Information (v1.0.0.31688) Metadata Integration.docx /My Files/Metadata Integration.docx Sep 17, 2018 2:32:12 PM 103 KB File is not locked ✓ Lock</p>	<p>FileCloud DocIQ Information (v1.0.0.31688) Metadata Integration.docx /My Files/Metadata Integration.docx Sep 17, 2018 2:32:12 PM 103 KB File is locked (read allowed)... ✓ Lock ↓ Prevent Download</p>	
<p>File is not locked when:</p> <ul style="list-style-type: none"> • Lock is OFF 	<p>File is locked (read allowed) when:</p> <ul style="list-style-type: none"> • Lock is ON • Prevent Download is OFF 	<p>File</p>

The following table describes what each lock status means and how it impacts what you can do with the file and others you have shared it with.

Lock Status	Access by lock owner	Access by others
File is locked (read allowed)	Read and Modification allowed	Only read is allowed, no modification is allowed
File is locked (read blocked)	Read and Modification allowed	No Read and Modification is allowed
File is not locked	Read and Modification allowed	Read and Modification allowed

In the following scenario:

- When a supported file from Sync or Drive is opened
- When automatic lock on an open file is enabled

DocIQ will automatically attempt to lock the file, with read allowed status.

For a file with a Read Blocked status:

If USER1 has locked (read blocked) the file:

- FileCloud Sync will not download the file for USER2

However, if USER2 has already downloaded the file, then:

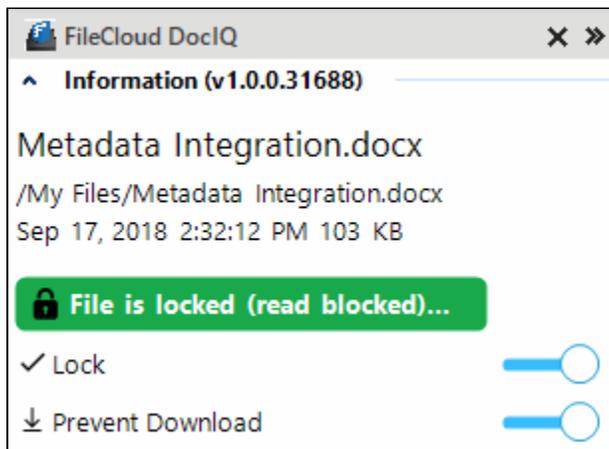
- FileCloud Sync will allow DocIQ to open the file
- FileCloud Drive will not allow the file to be opened by USER2, unless Drive has already cached the file

You can use the following table to understand the status of lock:

Action	Doc IQ Lock Enabled	Prevent Download	Lock Status Before Open	Lock Status After Open	Lock Status After close
An unlocked file is opened by USER1			File is not locked	File is locked (read allowed) by USER1	File is not locked
An unlocked file is opened by USER1			File is not locked	File is not locked	File is not locked
A file locked by USER1 is opened by USER1			File is Locked (Read Allowed) by User 1	File is Locked (Read Allowed) by USER1	File is not locked
A file locked by USER1 is opened by USER1			File is Locked (Read Allowed) by User 1	File is Locked (Read Allowed) by USER1	File is not locked
A file locked by USER1 is opened by USER1			File is Locked (Read Blocked) by USER1	File is Locked (Read Blocked) by USER1	File is not locked
A file locked by USER1 is opened by USER2			File is Locked (Read Allowed) by USER1	File is Locked (Read Allowed) by USER1	File is Locked (Read Allowed) by USER1
A file locked by USER1 is opened by USER2			File is Locked (Read Allowed) by USER1	File is Locked (Read Allowed) by USER1	File is Locked (Read Allowed) by USER1
A file locked by USER1 is opened by USER2			File is Locked (Read Blocked) by USER1	File is Locked (Read Blocked) by USER1	File is Locked (Read Blocked) by USER1

Note that you cannot enable *Prevent Download* unless DocIQ *Lock* is also enabled.

When you lock a file, you can block other users from reading the file by enabling Prevent download.



Note that you can not enable *Prevent Download* unless DocIQ *Lock* is also enabled.

If another user, USER2, attempts to download the file, USER2 will see the following conditions:

- The file cannot be downloaded from the FileCloud User Portal
- FileCloud Sync will not download the file that is locked and read-blocked.
- FileCloud Drive will not open the file that is locked and read-blocked.
- DocIQ will open the file from a Sync path when file is already available in the Sync client (previously downloaded).
- DocIQ will open the file from a Drive path when the Drive client allows a file to be opened.